

## TAKING A GOOD INVENTORY

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- Make sure the numbers on the inventory correspond to the tags!
- Fill out all sections completely.
- Describe contents of all “cp” cartons.
- Make sure each page is signed and dated at origin and destination.
- Write legibly
- Don’t write in the column for “exceptions at destination”.
- Promote trust between you and customer.
- Describe item fully (i.e., Blue Floral Loveseat).
- Write down all pre-existing damage.
- Be specific with exceptions.
- Inventory front of an item “as you use it” (usually as you look at it but not always.)
- Do not over-inventory.
- No PBO
- Carton contents must be described.
- Always unwrap pre-wrapped goods to inspect and take exceptions.
- Include make, model and serial number for electronics.
- Write either “cd” or “dbo” for disassembled items.
- Overflow shipments – note which items taken/left behind.
- Never use the word “miscellaneous” by itself to describe carton contents.
- List all contents of plastic bins, Rubbermaid containers, etc.
- List contents of dressers, chests (best to write “empty”).

- Tool boxes will be considered full of tools unless specified otherwise.
- Professional books, papers and equipment inventoried as such.
- Do not re-inventory if out of NTS, unless all numbers are cross referenced.
- If unopened and in manufacturer's carton, state "factory packed".
- Privately owned firearms should be packed in a carton (carton cannot have firearms written on it).
- Inventory make, model and caliber – full description of inventory.
- IMMEDIATELY report any missing firearms by phone to Claims Department.
- Electronics assumed to be "mcu", but can't hurt to write it.
- Good first line of defense against claims for missing items not noted at delivery.
- Most arbitrators would find in favor of carrier with properly executed inventory.
- Carrier remains potentially liable – claimant may rebut with photos, receipts, statements from neighbors.
- Damage or loss noted dispatched to carrier on 1840-R within 75 days "overcomes the presumption of correctness of the delivery receipt.
- Have customer "initial" each item at delivery to check off, to act as a deterrent (not proof of delivery, but still a good idea).

## **MILITARY REQUIREMENTS**

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- Overflow shipments – note which items taken/left behind.
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## EXCEPTION SHEETS / RIDERS

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- Fill out header (top part) completely.
- Each exception should have inventory number, name of item and exceptions.
- **MUST** be dated.
- **MUST** be signed by both parties.
- Note disagreements on the rider.
- Printed release for hardware does not protect agent.
- If visible (noticeable) – it must be noted.
- NTS riders – government will **NOT** honor without **DATES** and **SIGNATURES**.
- Do not duplicate origin exceptions unless damage looks new.